Abstract of the Disclosure

A workflow system (FIG. 1) employs a selection engine (114) that attempts to match work items (100) with resources (104) in such a way that it brings the most value to all of the stakeholders in the workflow.

5   Under resource surplus conditions (FIG. 4), the selection engine determines those available resources that possess skills needed by an available work item, for each determined resource determines both a business value (RSBV) of having that resource service the work item and a value (RTV) to that resource of servicing the work item, and then selects

10   the resource that has a best combined value of the business value and the value to the resource to serve the work item. Under work-item surplus conditions (FIG. 5), the selection engine determines those available work items that need skills possessed by an available resource, for each determined work item determines both a business value (WSBV) of having

15   that work item serviced by the resource and a value (WTV) to that work item of being serviced by the resource, and then selects the work item that has a best combined value of the business value and the value to the work item to be served by the resource. The business value is a scaled (normalized) sum of products of a proficiency level of the resource in each

20   of the skills and the weight (BR) of that skill of the work item. The value to a resource or work item is a scaled sum of products of scaled resource treatments (T) or work item treatments (C) (actual and/or goal) and weights (TW,CW) given to those respective treatments by the work item.